

## Pension Administration Service Standards

90% events within standard
80% events within standard
Less than 80% events within standard

Download the service standards

					Υe	ear to Date 2	2022 Statis	stics										
		Processed		Q1 Q2					Q3					Q4				
Member Transactions	Target Turnaround Days	YTD	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment		Avg Turnaround Days	Processed	Attainment	% against standards		Processed	Attainment	_	Avg Turnaround Days
Enrolments	10	3,757	2,209	•	100%	1	1548	•	100%	1				,				
Recordkeeping Updates		,																
Change of Information	10	3,015	1,457	•	92%	5	1558	•	95%	5								
LTD/WSIB/ Leaves	10	950	497	•	94%	3	453	•	100%	5								
Service Purchase & Transfer-in (employer and member initiated)																		
Cost Estimates Sent	30	378	192	•	97%	12	186	•	95%	14								
Purchased Service Posted	30	369	195	•	97%	13	174	•	95%	13								
Pension Estimate	10	1,072	613	•	98%	4	459	•	98%	3								
Pre-Retirement Death																		
Benefit packages sent	30	26	9	•	100%	17	17	•	100%	14								
Benefit Processed	5	24	10	•	100%	2	14	•	100%	2								
Post-Retirement Death																		
Benefit packages sent	30	284	156	•	100%	5	128	•	100%	6								
Benefit processed / cases closed	60	316	161	•	100%	1	155	•	100%	2								
Termination																		
EOM letters sent	30	1,319	585	•	96%	20	734	<b>\( \rightarrow</b>	82%	19								
EOM letters sent (notifications through DCT)	n/a		0	n/a	n/a	n/a	121	n/a	n/a	n/a								
Option packages sent	30	713	231	•	98%	17	482	•	93%	17								
Benefit processed	60	446	200	•	100%	3	246	•	96%	2								
Retirement																		
Option packages sent	30	917	243	•	95%	15	674	•	92%	17								
Benefit processed	5	724	200	•	97%	3	524	•	94%	2								
Marriage Breakdown																		
FLV Calculations sent	60	30	12	•	100%	36	18	<b>\rightarrow</b>	89%	39								
FLV option processed	60	6	3	•	100%	14	3	•	100%	15								
FLV no division recorded	10	16	12	•	100%	5	4	•	100%	7								
Interdesign Transfers	30	479	129	•	96%	13	350	•	91%	17								



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						2022 CL 1								
					Year to Date	2022 Statis							Q4	
		Processed Q1					Q2		Q3					
Member Transactions	Target Turnaround Days	YTD	Processed	Attainment	% against standards	Processed	Attainment	% against standards	Processed	Attainment	% against standards	Processed	Attainment	% against standard
Member														
Email response	Two business days	9,469	4,568	•	99%	4,901	•	99%						
Voice Mail response	Next business day	711	435	•	99%	276	•	100%						
Telephone Calls														
Volume		13,514	6,555			6,959								
% of calls answered	85%		92%			93%								
% abandoned	n/a		n/a			n/a								
Speed to answer (Sec)	n/a		26			36								
Paper Correspondence	10	0	0											
Employer														
Email response	Next business day	2,989	1,599	•	94%	1,390	<b>\rightarrow</b>	89%						
Voice Mail response	Next business day	60	27	•	100%	33	•	97%						
Annual Data Collection														
Pension Contribution Summary	26-Feb		31-Mar	•		31-Mar	•							
Release of DCT	24-Jan		21-Jan	•		21-Jan	•							
Data queries sent to employer	Scheduled Date													
Data Finalized	01-Jun			n/a		03-Jun	•							
Annual Statements distributed	30-Jun			n/a		30-Jun	•							